

Application No. 09/635,275

Filed: August 9, 2000

TC Art Unit: 2151

Confirmation No.: 4949

REMARKS

In response to an Office Action mailed on March 25, 2004, Applicant respectfully requests that the above-listed Amendments be entered and the Application be reconsidered. With entry of the above-listed Amendments, Claim 1 is amended. Claims 1-20 are presented for examination. Of these, Claims 1 and 12 are independent, and the remaining claims are dependent.

The specification is amended to correct a minor typographical error. No new matter is added.

The Examiner rejected Claims 1, 3, 5, 6, 8-15 and 17-20 under 35 U.S.C. 102(b) as being anticipated by US Patent No. 5,884,032 to Bateman, et al. ("Bateman"). Bateman discloses a system for coordinating telephone communications between customers and live agents at a telephone call center. A customer can browse an organization's web pages for self-help information and, if desired, can request a callback by a live agent. An automatic call distribution system (ACD) and an outbound dialing system coordinate and place calls between the live agents and the customers.

The present invention provides a data interface between a personal data device and a data infrastructure located in the neighborhood of, i.e. physically near, the data interface. In one

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embodiment, the data interface is located within an enclosure forming part of a wall jack, to which the personal data device can be connected. In another embodiment, the data interface is included in a network switch, multiplexer or similar device, to which the personal data device can be coupled. The data infrastructure provides application programs and other data services, such as printing services, file storage services and e-mail services, that can be electronically invoked by the personal data device directly via the data interface. A data interface management process of the data interface interacts with the data infrastructure to obtain information about the available data services, including information on the manner in which the available services can be electronically accessed by the personal data device. The data interface management process also provides this information, so the personal data device can invoke the data services directly via the data interface.

The Examiner cited Bateman's agent workstation 18 and call center WWW server and related systems 28 as providing communications between a personal data device (presumably the agent's PC 18) and a data infrastructure (presumably the call center systems 24). As noted by the Examiner, Bateman discloses storing information about an organization's products and services

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on the WWW server 28 and displaying that information on the agent's PC 18 and, via the Internet, on a customer's PC 4 in the customer's premises 2. Bateman does not, however, disclose a data infrastructure that provides services that can be invoked by a personal data device via a self service data interface. Consequently, Bateman cannot disclose obtaining information describing a manner in which such services can be invoked by a personal data device, and Bateman's system cannot enable a personal data device to invoke any such services. Claim 1 has been amended to recite, "the second communications logic being coupled to the first communications logic to enable communications between the personal data device and the data infrastructure, said second communications logic being responsive to said personal data device to invoke one of the data services." Unamended Claim 12 recites, "... invoking the identified service."

No art of record, either alone or in combination, is believed to disclose, teach or suggest a self service data interface that includes communications logic that is responsive to a personal data device to invoke a data service, as recited in the independent claims (Claims 1 and 12). For at least this reason, the independent claims are believed to be allowable. Claims 3, 5, 6, 8-11, 13-15 and 17-20 depend directly or indirectly from

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independent Claim 1 or 12. These dependent claims are, therefore, believed to be allowable, for at least the reasons discussed above with respect to Claims 1 and 12.

The Examiner rejected Claims 2, 4, 7 and 16 under 35 U.S.C. 103(a) as being obvious over Bateman in view of US Patent No. 6,477,565 to Danswani, et al. ("Danswani"). As discussed above with respect to Claims 1 and 12, Bateman does not disclose communications logic that is responsive to a personal data device to invoke a data service. Danswani provides no disclosure of such a communication logic. Thus, is not believe that the combination of Bateman and Danswani discloses, teaches or suggests a self service data interface, as recited in dependent Claims 2, 4, 7 or 16.

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For all the foregoing reasons, it is respectfully submitted that the present Application is in a condition for allowance, and such action is earnestly solicited. The Examiner is encouraged to telephone the undersigned attorney to discuss any matter that would expedite allowance of the present Application.

Respectfully submitted,

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